



September 26, 2019

Letter of Appeal – CC Docket No. 02-6
FCC Office of the Secretary
445 12th Street SW
Washington, DC 20554
<https://www.fcc.gov/ecfs/filings>

RE: Request for review of the denied USAC appeal #146808. The appeal was filed to enable us to file Form 472 for the remainder of the committed funding on FCDL - Application 171048735, Funding Request 1799111512. (FCDL dated 07/13/2017 – RFCDL dated 9/25/2019)

Message:

Billed Entity:

St. Joseph County Public Library
BEN 130399
Form 471 Application 171048735
FRN: 1799111512

E-Rate Contact:

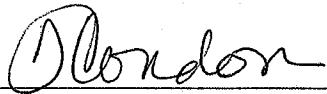
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1. This is an appeal that will allow us to file a reimbursement request, following a corrected invoice and payment for committed funding on this application. The service provider found a billing error and notified us 5/17/2019.
2. Request for review:
St. Joseph County Public Library signed an agreement with Maple Net Wireless dated 4/09/2015, (EPC Contract ID 114782) for WAN Service, with a term of 60 months. (Contract end date 6/30/2021) Form 470 #170082099 was filed to increase WAN speeds to 3 eligible entities. After the 28 day waiting period, an addendum to the existing contract was signed on 5/11/2017 (EPC Contract ID 19446) to increase the WAN speed for 3 eligible entities. The monthly recurring contracted cost increased \$3000.00 per month beginning in FY2017, however billing invoices remained the same.
3. The post Commitment Rationale states:
Our records show that your appeal was filed more than 60 days after the date your decision letter was issued. Your appeal was filed on 5/28/2019. The BEAR Notification Letter was issued on 12/5/2018. Federal Communications Commission (FCC) rules require appeals to be filed within 60 days of the date on the decision letter being appealed. FCC rules do not permit the Universal Service Administrative Company (USAC) to consider your appeal.
4. FY2017 Form 471 was filed and certified 5/11/2017. The Funding Commitment Decision Letter is dated 7/13/2017. We received the email from Maple Net Wireless on 5/17/2019. We filed our reimbursement request based on invoices provided by the service provider and expenditures. We were unaware of the billing issue until then, therefore filed reimbursements based on the invoice amounts and payments.

5. The service provider was questioned several times about the invoiced amount however, the invoices remained the same at \$10,000.00 per month and is what the Library system paid. St. Joseph County Public Library has been asked to pay the shortage in billing back to July 1, 2017. The total unbilled/unpaid amount for WAN services is \$36,000.00.
6. The service provider, Maple Net Wireless opened Customer Service Case #275009 as stated in the email to us. We filed appeal #146808 with USAC 5/28/2019.
7. Attached documents which support the request for review:
 - Copy of Email from Maple Net Wireless 5/17/2019
 - Copy of Email from USAC to Maple Net Wireless Customer Service Case #275009 - 5/17/2019
 - Copy of Funding Commitment Decision Letter 7/13/2017
 - Copy of denied USAC denied Appeal submitted 5/28/2019
 - Copy of Revised Funding Commitment Decision Letter 9/18/2019

Thank you for your consideration of this appeal.

Respectfully submitted,



Tammy Condon, E-Rate contact for St. Joseph County Public Library